

Courier

Courier
is back in
print!

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All employees should be aware of the policy on fraud

Revised fraud policy effective today

Fraud is always a concern in any large organization. Without adequate controls and understanding of protective policies, fraudulent activities can increase unaware.

The Office of Internal Audit has recently revised the county's policy on fraud. "Internal Audit has spent the last few months bringing the county's fraud policy up to date," said **Chris Pietsch**, director of Internal Audit, who pointed out the new policy is more definitive in ways county employees can take action to avert fraud. He also pointed out that most

county employees were not aware of the original policy and its reporting requirements. "All employees should be aware of the policy on fraud as they are the key to

See Fraud, page 3



The Internal Audit staff. (1st row, l to r) Chris Pietsch, Marsha Kindred, Salina Wang, Ismail Santur, Zenaida Pineda, Sharon Pribadi; (2nd row, l to r) Mike Saulsbury, Karen Horn, Theresa McGrady, John Munnely, Darlene Harless, Kevin Slattery, John Fout.

Open enrollment for benefits begins today

Open enrollment for pre-tax benefits is Oct. 15 - Nov. 15. Because of an unforeseen delay, this year's open enrollment material may not arrive in the mail at employees' homes until the week of Oct. 18.

The material will provide employees access to all open enrollment information which is also on the Infoweb at <http://infoweb/hr/benefits/> and in the new Benefits-Online

Web site at

www.fairfaxcountybenefits.benelogic.com.

Health insurance premiums for 2005 have increased on average of 12 percent – lower than initially anticipated. Health premium rates for 2005 are included in this issue as well as the open enrollment *Courier* supplement that is in the home mailer.

See Benefits information, page 4 and 5

Fairfax County Combined Charitable Campaign needs your support



Tony Griffin

This year, fall reminds me of the effects of two different events: Hurricane Isabel and terrorism. Many of us have been affected in some way by both of these events – one natural and one human created. And often, one of the solutions to disasters is the response of social service agencies which receive funding through the Fairfax County Combined Charitable Campaign.

For many years, county employees have donated generously to the FCCC. Through the convenience of payroll deductions, credit card or check donations, your contributions can be

directed to specific agencies or allowed to be distributed to agencies most in need of funds.

I know the United Way has had its challenges but its new leadership has returned

this organization to its original mission of focusing on community with the efficiency and integrity we all expect. While the United Way lists the non-profit organizations, it's through the FCCC that your contributions are collected and distributed.

I encourage every employee to make a financial contribution to the FCCC to ensure the resources and support are there for our citizens when needed. October is the month for this important campaign and we're half way through now. Giving as little as a dollar a week – that's a soft drink a week – can make a difference in the lives of some very important people: our citizens. Please give generously. Give until it feels good!

Tony Griffin

Fairfax County Combined Charitable Campaign

October is the month for giving

The Fairfax County Combined Charitable Campaign got into gear on Oct. 7 when **Kate Hanley**, former board chairman, and others cut the ribbon opening the exhibition of non-profit organizations that depend on charitable support. More than 25 non-profits were available on the first floor of the Government Center to answer questions about how United Way funding helps their organizations.

The exhibition of non-profits was the idea of the FCCC planning committee. According to **Margaret Savage**, FCCC coordinator, this was the first time such an effort was taken to let county employees talk directly with non-profit representatives. "From the feedback I've re-

ceived, this was a success," said Savage.

The FCCC continues throughout October. Please make your contributions through your organization's key person. If you have questions, please call Margaret Savage, 703-324-3357, TTY 703-222-7314. ■

Find the list of supported agencies on the Infoweb at

<http://infoweb/hr/relate/forms/2004campaign.pdf>



A face familiar to county employees, Kate Hanley, joins others in cutting the ribbon to the exhibition of non-profits as the FCCC continues in October.

Fraud, from page 1

reporting and halting any fraudulent practices in the county," said Pietsch.

It's the lack of an effective system of internal controls that allows most fraud to occur. Research shows that the numbers of fraudulent activities increase when management doesn't enforce protective policies, management overrides internal controls, and collusion occurs between employees. Often, there is a low or no standard of ethics or insufficient supervisory review where fraud occurs. "We're encouraging county management and staff to become fully aware of the policy on fraud which builds upon the county's high ethical standards," Pietsch said.

The policy defines fraud as "...theft or intentional waste or abuse of county funds, property or time." The more obvious example of a fraudulent activity is the theft of funds. But the new policy clearly indicates that fraud may include such things as unauthorized time away from work, accepting gratuities from vendors for services, falsifying records, willful destruction of county records and property, and inappropriate use of county-provided electronic devices such as computers, cell phones, pagers or e-mail. "There are many areas in which fraud can occur," said Pietsch. "We want county employees to be more aware of the types and places where fraud can occur."

Employee awareness is an important part of the policy on fraud. "Internal Audit wants all employees to understand this policy and the ways to report suspected fraud," said **Theresa McGrady**, audit manager, who has been instrumental in revising this policy. "Our staff feels that awareness and education are key ingredients in implementing this policy throughout the county. The more county employees know how to recognize and report suspected fraudulent activities, the better the chance that fraud will be prevented," McGrady said.

The revised policy outlines ways fraudulent activities can be reported. "We encourage employees who have knowledge of or suspect someone of fraud to talk with their supervisor or higher level of management," said

McGrady. "Any allegations that are received by Internal Audit are treated with the highest level of confidentiality." There is a telephone hotline (703-787-3243, TTY 711) where suspected fraud can be reported. The hotline call goes into a secure phone mailbox that protects the caller's identity. Anyone using the hotline should provide enough information to warrant an investigation. Other ways to report alleged fraud include electronic reporting from the Internal Audit Infoweb site (<http://infoweb/audit/default.htm>) and in person to the Office of Internal Audit (Suite 553 in the Government Center).

The new Internal Audit Infoweb page also lists Red Flag indicators that help a person identify suspected fraud and suggest risk assessments and internal controls.

Pietsch encouraged all employees to do three things in becoming more aware of fraud.

- ♦ Become familiar with the new policy and Red Flag indicators of fraud,
- ♦ Know how to report fraud using the Internal Audit Infoweb page (<http://infoweb/audit/default.htm>) and telephone hotline (703-787-3234, TTY 711),
- ♦ Know that Internal Audit is the place for information, education and help in preventing fraud.

Fraud is often the result of a breakdown in controls, Pietsch pointed out. The Internal Audit staff can help other agencies and organizations assess the effectiveness of their internal controls and recommend agency-specific controls that will strengthen those controls. "We are glad to help other organizations be more pro-active as we all look for ways to avert fraud," he said. ■

Red Flag indicators

- ♦ Changes in employee's lifestyle, spending habits or behavior
- ♦ Internal controls either do not exist or are not consistently enforced
- ♦ Unexplained variances in financial information
- ♦ Inventory shortages
- ♦ Failure to take action on audit recommendations
- ♦ Unusually high expenses, purchases or personal debt
- ♦ Frequent complaints from customers
- ♦ missing files
- ♦ Employee concerns ignored
- ♦ Usually close association with suppliers
- ♦ Never taking vacations of more than a couple of days

Fraud info:
<http://infoweb/audit/default.htm>

Focus on BENEFITS

New Dental Plan for 2005

For Current DBP, Dominion and CIGNA Dental enrollees
Employer contribution of 50 percent enhances employees' benefits

Delta Dental has been awarded the county dental contract effective Jan. 1, 2005. The new dental plan uses preferred provider

tion are encouraged to attend a meeting (see chart, this issue) or stop by the Delta table at one of the 'Meet the Plan' days (see chart below). To see if your dentist participates with Delta Dental go to www.deltadentalva.com or call Delta Dental's Customer Service Representatives at 1-800-237-6060. The county's PPO plan also includes an out-of-network benefit, however, you pay a higher coinsurance when you use this option. ■

Delta Dental 2005 Rates

	Total Premium Cost	County Share	Employee Monthly Share	Employee Biweekly Share
Indiv.	\$26.64	\$13.32	\$13.32	\$ 6.66
2-Party	\$50.33	\$25.17	\$25.16	\$12.58
Family	\$82.90	\$41.46	\$41.44	\$20.72

networks (PPO) as well as an out-of-network option. This single dental plan will replace the current DHMO from Dental Benefit Providers (DBP) and both the DPPO and DHMO from Dominion Dental. The new Delta Dental coverage currently included within the CIGNA health plan. Kaiser and CareFirst discount dental benefits will continue to be a part of the coverage for those two health plans. Detailed information on the new dental plan can be seen at <http://infoweb/hr/benefits/>. Benefit eligible employees will also receive dental information in their open enrollment packets which are being mailed to employees' homes.

The Board of Supervisors has approved an employer premium contribution of 50 percent this year for the new dental contract. Although the PPO plan is more expensive than a DHMO, most county employees will have a rate decrease because of the employer contribution.

A Delta Dental representative will be present at all open enrollment meetings. Employees who would like additional informa-

DELTA DENTAL PLAN Comparison of Employee Out-of-Pocket Costs and Plan Design

Coverage	Plan Pays			Benefit Limitations
	In Network Preferred	In Network Premier	Out of Network	
Diagnostic and Preventive	100%	100%	80%	These services are exempt from the deductible
-- Oral exams and cleanings				Twice each calendar year
-- Fluoride treatment				Once each calendar year for dependents under age 19
-- Bitewing x-rays				Once each calendar year, limited to posterior teeth
-- Full mouth or panelpix x-rays				Once each three years
-- Space maintainers				For dependents under age 14
-- Sealants				Only for non-carious, non restored 1 st and 2 nd permanent molars for dependent children under age 16, limited to one application per tooth
Basic Dental Care	90%	80%	80%	(Deductible Applies)
-- Amalgam (silver) and composite (white) fillings				Composite fillings limited to the upper and lower 6 front teeth
-- Stainless steel crowns				Limited to baby/primary teeth for patients under age 13
-- Oral surgery				Simple extractions
-- Denture repair and replacement of existing crowns, bridges and dentures				Cost limited to 1/2 the cost of a new denture or prosthesis
Other Basic Dental Care	60%	50%	50%	(Deductible Applies)
-- Oral surgery				Impactions and other surgical procedures
-- Endodontics (root canal therapy)				Repeat treatment is a covered benefit only after 2 years from initial treatment
-- Periodontics (scaling and root planing, soft tissue and bony surgery, including grafts)				Limitation of 2-3 years apply based on services rendered; periodontic cleaning is considered a regular cleaning and is subject to the benefits limitations for regular cleanings
Major Dental Care	60%	50%	50%	(Deductible applies)
--Crowns (single crowns)				Once per tooth every 5 years, and only when existing crown cannot be rendered serviceable; benefit available only if the tooth is damaged by decay or fractured to the point it cannot be restored by an amalgam or composite restoration; crowns for dependents under the age of 12 are not covered.
--Prosthodontics (partial or complete dentures and fixed bridges)				Once every 5 years, and only when an existing prosthesis cannot be rendered serviceable; fixed bridges or removable partials are not benefits for dependents under age 16
Orthodontic Benefits	50%	50%	35%	(Deductible Applies)
-- Removable fixed appliance therapy and comprehensive therapy				For dependent children to age 19
-- Lifetime Maximum	\$2,000	\$2,000	\$2,000	
Calendar Year Deductible	\$50	\$50	\$50	Limit of 3 per family
Annual Benefit Maximum	\$2,000	\$2,000	\$2,000	Per member

**Detailed information
on the
new dental plan
can be seen at
[http://infoweb/hr/
benefits/](http://infoweb/hr/benefits/)**

Costs of health care premiums shared by county and employee

The health care premium chart shows the coverage rates for the plan year Jan. 1 - Dec. 31, 2005.

The employee share, which is deducted from the employee's salary biweekly, is a pretax deduction. This means that the deduction is taken from the employee's pay before taxable income is computed, therefore reducing taxable income.

The county contributes approximately 85 percent of the total premium for individual coverage and 75 percent of the two-party and family premiums. "Family" covers employee, spouse (if any) and all eligible children until they marry, reach age 23 or are no longer legal or financial dependents.

Fairfax County Government Health Insurance Premiums for Employees January 1, 2005 - December 31, 2005

	Total Premium Cost	County Share	Employee Monthly Share	Employee Biweekly Share
FairChoice+BlueChoice				
Individual	\$ 433.03	\$368.03	\$ 65.00	\$ 32.50
2 Party	\$ 850.96	\$637.96	\$213.00	\$106.50
Family	\$1,251.50	\$938.50	\$313.00	\$156.50
BluePreferred PPO				
Individual	\$ 497.96	\$ 422.96	\$ 75.00	\$ 37.50
2 Party	\$ 978.61	\$ 733.61	\$245.00	\$122.50
Family	\$1,439.23	\$1,079.23	\$360.00	\$180.00
Kaiser				
Individual	\$ 309.88	\$263.88	\$ 46.00	\$ 23.00
2 Party	\$ 604.25	\$453.25	\$151.00	\$ 75.50
Family	\$ 898.63	\$673.63	\$225.00	\$112.50
CIGNA				
Individual	\$ 341.87	\$290.87	\$ 51.00	\$ 25.50
2 Party	\$ 666.66	\$499.66	\$167.00	\$ 83.50
Family	\$ 994.84	\$745.84	\$249.00	\$124.50

Enroll online for 2005
www.fairfaxcountybenefits.benelogic.com

2005 Flex Spending Enrollment

Enroll online at www.fairfaxcountybenefits.benelogic.com

Benefit elections in your Flexible Spending Account are in effect for only one year. The flex plan enrollment kit, with information on both the medical savings account and the dependent care account, is included as a separate packet in your open enrollment mailing.

If you have questions or need assistance with your 2005 election, please call **Paul Brown**, Department of Human Resources, at 703-324-4916, TTY 703-222-7314.

Meet the plans

Representatives from CareFirst BlueCross BlueShield, Kaiser, CIGNA and Delta Dental will be available at two special open enrollment meetings. Stop by to get additional plan information and answers to specific plan questions.

Thursday, Oct. 21	Friday, Nov. 5
Govt. Ctr.	Govt. Ctr.
Conf. Room 9-10	Conf. Room 4-5
1 - 4:30 p.m.	10 a.m. - 1:30 p.m.

Information Meetings

Health, Dental, Group Term Life Insurance, Flexible Spending Accounts and Online Enrollment
Presented by the HR Benefits Staff and Delta Dental

Mon., Oct. 18 Govt. Cntr. Conf. Room 2/3, 9 - 11 a.m.	Fri., Oct. 22 Govt. Cntr. Conf. Room 2/3, 9:30 - 11:30 a.m.
Mon., Oct. 25 Govt. Cntr. Conf. Room 9/10, 9:30 - 11:30 a.m.	Tues., Oct. 26 No. County - Lake Anne Office, 3rd Floor, 1 - 3 p.m.
Wed., Oct. 27 Govt. Cntr. Conf. Room 120C, 9:30 - 11:30 a.m.	Wed., Nov. 3 South Co. - Mt. Vernon Room (221), 9:30 - 11:30 a.m.; 1 - 3 p.m.
Thurs., Nov. 4 No. County - Lake Anne Office, 3rd Floor, 1:30 - 3:30 p.m.	Tues., Nov. 9 Massey Bldg. - A Level Conf. Room 9, 11 a.m.
Fri., Nov. 12 Courthouse, Jury Assembly Room, C Level, 10 a.m. - noon.	

To schedule a meeting at another location, call Mary Hughes at 703-324-3318, TTY 703-222-7314.

<http://infoweb/courier>

Employee focus

Have a heart and a new outlook



Pat Ryan

On Friday, Sept. 24, **Pat Ryan**, management analyst in the Real Estate Leasing Section of FMD, walked 14 miles from the Government Center to his home. Now that may not be unusual except that less than nine months ago, Ryan had a heart transplant.

According to Ryan, he decided on the walk to show appreciation for his new health and to raise a few dollars for a new friend, Bryan Pedrick. Both Ryan and Pedrick had been admitted to the Cleveland Clinic in Cleveland, Ohio, in November 2003 for a heart transplant. Ryan received his heart December 2003, a little over month after he was admit-

Ryan got a new heart...and another chance at life.

Ryan, as well as Pedrick, suffered from a disease called cardiomyopathy. Cardiomyopathy is a serious disease in which the heart muscle becomes inflamed and doesn't work as well as it should. There may be multiple causes including viral infections. It is more common among men; however, there is no specific age range. Pedrick, a minor league hockey player, was diagnosed at age 31.

Ryan's walk raised over \$2,400 for Pedrick and his family. "I'm so impressed we raised this amount of money just from family and friends," said Ryan. "I'm thinking about doing it again next year with any money raised going to a local heart organization."

And speaking of his transplant, Ryan said, "It was the most difficult, yet most rewarding experience of my life. I appreciate each day and those around me so much more."

Ryan urged county employees to become an organ tissue donor. Information on being a donor for the state of Virginia is available at www.save7lives.org. ■

- by Jessica Coffman, OPA intern



Ryan (second from left) and walkers. (photo by Susan Ryan)

ted, while Pedrick received a transplant this past August. While many of us got clothes and money for Christmas last year,

County upgrades to Windows XP

The Technology Infrastructure Division of the Department of Information Technology is implementing a new personal computer operating system this fall to help secure the Fairfax County network from the computerized threats we are faced with every day.

Windows XP, the newest release in the Microsoft Windows operating system series will provide Fairfax County with the latest in personal computer software. Windows XP will help us to maintain a more secure environment especially important now with enforcement of the Health Insurance Portability and Accountability Act (HIPAA) requiring more strict privacy of an individual's health related information. Windows XP will provide quicker response time in comparison to the

earlier Windows applications as well as a more stable computer system for the user. This means fewer computer-crashes and file corruptions. Whenever a computer user has trouble with their computer, help is just a phone call away. Windows XP offers computer technicians the ability to fix some problems remotely from their own desk without having to drive long distances to a customer's location as they have in the past.

Look for Windows XP on a computer near you this fall. For more information about the Windows XP implementation or the features available to Fairfax County employees, contact your agency IT analyst or the Technical Support Center at 703-222-3535, option # 1, TTY 711. ■

Travel Policies and Procedures

Procedural Memorandum (PM) 06-03, Fairfax County Travel Policies and Procedures, has been updated and is available electronically on the Infoweb. All department travel coordinators or representatives are required to attend one of several workshops explaining travel policies. See your department training coordinator to register for a workshop. If you have any other questions, please contact **George Hohmann** in the Department of Finance at 703-324-3085, TTY 711.

Hot jazz...and a good cause

If you like terrific music, then you'll want to attend the "Jazz for Justice" program at George Mason University, 8 p.m. on Friday, Oct. 29. Sponsored by the Fairfax Law Foundation, the concert features the GMU Jazz Ensemble, giving music students an opportunity to display their incredible talents. Fairfax County employees are offered a special price of two tickets for \$25. All proceeds go to the GMU music department and to local community service projects. Call Weiner and Associates at 703-273-9500, TTY 711, for your tickets.

Customer Help Desk for Xerox multifunctional printing devices/copiers

The Help Desk telephone number for supplies, service and repair of the Xerox digital and other multifunctional printing devices/copiers is 1-866-235-7524. There also is an information label attached to each device with the toll-free telephone number and instructions on how to submit a service request. If you have any questions, please contact **Jason Barnwell** in the Department of

Technology's Infrastructure Division at 703-324-4965, TTY 711.

Weekly Computer Maintenance

Fairfax County DIT updates computer workstations each Thursday evening. Employees are asked to leave their computer workstations powered on after logging off at the end of the day. These updates may cause computers to restart.

To leave your workstation powered on, but logged off, from the Start menu, select "Shut Down." When the dialog box appears and asks "What do you want the computer to do?", select Restart from the drop down list and click OK.

If you have any questions or need assistance, please contact your agency technical support or the Technical Support Center at 703-222-3535, option 1, TTY 711.

News to Use

"News to Use" is a monthly e-mail newsletter, published the first Monday of each month, with short articles about upcoming events, public safety, recreation, child care, community meetings and more. You can subscribe to "News to Use" or view articles from past editions at www.fairfaxcounty.gov/opa/n2u.htm. For more information, contact the

Office of Public Affairs at 703-324-3187, TTY 703-324-2935.

Senior+ caregivers support group

Beginning Nov. 4, the Seniors+ caregivers support group meets from 7 to 8 p.m. the first Thursday of every month, at the Reston/Herndon Senior Center, 1850 Cameron Glen, Suite 200, Reston. For more information, please contact the Reston/Herndon Senior Center at 703-481-4200, TTY 711.

Classified Ads

You won't find the classified advertisements in the new print *Courier*. Because of their popularity – and the long delays that often occurred in getting ads published in *Courier* – a new automated system for classified advertisements was developed that provides faster and better service.

The new system allows sellers to enter the information directly, remove the item when it is sold and reminds the seller after 15 days to renew or remove the item. You also are allowed more words that can describe an item.

The new automated classified system is getting great reviews from users. County employees can find it on the Infoweb in the General Applications drop down box on the right. ■

More than 1,000 volunteers are still needed to help staff the county's precincts for the general election on Nov. 2, according to **Sonia Skipper**, election specialist in the Office of the Electoral Board. "We really need the support of more volunteers," said Skipper, who pointed out that 50 people are needed in the Government Center precinct just to count the expected 40,000 absentee ballots.

As an incentive, county employees can again receive administrative leave as well as the appropriate pollworker's pay for serving in the election. Volunteers must be registered voters in Virginia.

For more information on this policy, visit <http://infoweb/hr/pollworker/htm>. Complete election information is found on the Electoral Board's Web page at www.fairfaxcounty.gov/eb/htm. ■

"Catch a Falling Star"

How to repair a corrupted Word document

You have been working diligently on a Word document that has more pages than fingers and toes, when all of sudden strange things start to happen. Your due date is approaching, your recent changes have disappeared and perhaps you can no longer open the document. If you have ever experienced a damaged or corrupted document, here are some steps you can take to hopefully recover and once again become a productive employee.

First, always save the document periodically while you are working on it. Creating backup copies of your document is your best protection. If you do not maintain a backup copy of your document, consider a backup procedure today. For example, save a copy of the document with another name, such as "FileName" your backup name could be "FileName bkup." Lost work and effort is devastating.

How do you identify a damaged document? When a Word document becomes corrupted or damaged, it can cause strange and unusual behavior. Frequently, events occur

that are not part of the application's design such as unreadable characters on the screen, error messages, long waiting periods (hanging) when loading or viewing the document, or other unusual behavior that cannot be attributed to normal operation. These are typical indications that the document is corrupted or damaged.

To help in your assessment of your document, follow these steps:

- ♦ Try to open other documents in the same application. This may help determine whether the source of the problem is the document or the application.
- ♦ Open your document in other applications. This may help determine if the PC or operating system is the basis of the behavior.
- ♦ Try to open the document on another computer. If the problem persists, this may indicate that your document is corrupted or damaged.

Starting with Microsoft Word XP (2002), Word will attempt to automatically recover a damaged document when it detects a problem. If the document continues to act

Tech Tip #86

Department of Information Technology
Technical Infrastructure Division
Technical Support Center (#167)
Fairfax County Government Center
12000 Government Center Pkwy.
Fairfax, VA 22035
Tel: 703-222-3535, #1
Fax: 703-222-3396
TTY 711

unusual, you can "force" Word to attempt recovery of a document when you open it by using the following steps:

- ♦ On the File menu, click Open.
- ♦ In the Open dialog box, select your Word document.
- ♦ On the Open button click the drop down arrow, and then click Open and Repair.

If Open and Repair locates an error, each error location is listed in an error window. A lot of times this helps to make sense of why the document was producing unusual results in certain sections of the document.

So catch this falling star, put it in your desk drawer and save it for a rainy day. Hopefully, your days will be filled with sunshine and this falling star will stay in the desk. ■



Will these shoes get their owner through the Marine Corps Marathon? Let's hope so. Last year, *Courier* had an article and photograph recognizing those county employees who ran in the Marine Corps Marathon and would like to do it again. This year's marathon is scheduled for Sunday, Oct. 31.

Please let *Courier* know if you or any of your fellow employees are participating in this year's marathon. Courier@fairfaxcounty.gov. ■



Courier is published each payday Friday. The deadline for articles and notices is one week before publication.

Office of Public Affairs
12000 Government Center Parkway, Suite 551
Fairfax, VA 22035-0065

John Nash, editor
703-324-3197, john.nash@fairfaxcounty.gov
E-mail courier@fairfaxcounty.gov
FAX 703-324-2010
TTY 703-324-2935

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